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PTO/SB/21 (08-00)

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# TRANSMITTAL FORM

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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	Application Number	10/826,160	
	Filing Date	April 15, 2004	
	First Named Inventor	Zeng	
	Group Art Unit		
	Examiner Name		
Total Number of Pages in This Submission	7	Attorney Docket Number	MS1-1892US

**ENCLOSURES** *(check all that apply)*

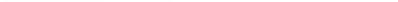
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<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
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<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Status Letter
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**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm or Individual name	Brian G. Hart; 44,421
Signature	
Date	9/07/04

**CERTIFICATE OF MAILING**

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1 IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2 Serial No. .... 10/826,160  
3 Filing Date ..... April 15, 2004  
4 Confirmation No. .... 8619  
5 Inventorship ..... Zeng et al.  
6 Applicant ..... Microsoft Corporation  
Group Art Unit .....  
Examiner .....  
7 Attorney's Docket No. .... MS1-1892US  
Title: Mining Service Requests for Product Support

8 **INFORMATION DISCLOSURE STATEMENT**

9 *References -- See Attached Form PTO-1449*

10 **REMARKS**

11 The citations listed, copies attached, are submitted in compliance with the  
12 duty of disclosure defined in 37 CFR §1.56. The Examiner is requested to make  
13 these citations of official record in this application.

14  
15 Respectfully Submitted,

16 Date: 9/07/04

17 By: Brian G. Hart  
18 Brian G. Hart  
Reg. No. 44,421



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Substitute for form 1449B/PTO		<i>Complete if Known</i>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/826,160
		Filing Date	April 15, 2004
		First Named Inventor	Zeng
		Group Art Unit	
		Examiner Name	
<i>(use as many sheets as necessary)</i>		Attorney Docket Number	MS1-1892US
Sheet	1	of	1

## NON PATENT LITERATURE DOCUMENTS

Examiner Signature		Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

**<sup>1</sup> Unique citation designation number. <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached.**

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